



**November 2006**  
**FLSA: NON-EXEMPT**

## **CENTRAL SERVICES ASSISTANT**

### **DEFINITION**

Under general supervision, provides a variety of copying, mail and routine computer services to designated City departments; provides back-up administrative and clerical support for the Finance Department; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. No direct supervision of staff is exercised.

### **CLASS CHARACTERISTICS**

This is a journey-level class that performs a variety of clerical and administrative duties related to copying, mail and routine computer services. This class is distinguished from other administrative series in that the latter provide higher-level office administrative and secretarial support to a department head and/or related management, professional, and supervisory staff and perform technical administrative, secretarial, and clerical support work related to the department to which assigned.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs a variety of copying duties for designated personnel, including, duplicating and distributing reports, forms, special publications, and other related materials and assembling month-end reports.
- Maintains copy equipment by cleaning and making or coordinating needed repairs and adjustments.
- Receives, sorts, and distributes incoming mail and processes outgoing mail including, preparing and pre-sorting bulk mailings.
- Maintains document imaging records for departments, including scanning hardcopy documents and organizing data files.
- Assists Information Services Analyst with routine installation of hardware and software under close supervision.
- Performs data entry and word processing according to established guidelines, including entering water stub payments and maintaining records.
- Provides backup administrative and clerical support, including acting as switchboard operator and/or cashier, answering telephone calls, and receiving payments.
- Mechanically signs payroll checks, files payroll, accounts payable and health insurance checks.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operational characteristics of a variety of duplicating machines.
- Basic accounting principles and practices, and use of a ten-key machine.
- Basic operations of the USPS system as related to work duties.
- Modern office administrative and clerical practices and procedures, including the use of standard office equipment.
- Basic principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

### **Ability to:**

- Operate a variety of duplicating machines.
- Maintain, clean, and make minor repairs/adjustments to duplicating machines and related equipment.
- Perform a variety of general clerical duties.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests and interruptions.
- Organize, maintain, and update records systems.
- Make accurate arithmetic calculations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- File materials alphabetically, chronologically, and numerically.
- Organize work, set priorities and meet multiple deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade one (1) year of varied clerical support experience, preferably involving some public contact.

### **License:**

- Valid California class C driver's license with satisfactory driving record may be required.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily an office classification although standing in work

areas for extended periods of time and walking between work areas is required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office and duplicating equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.